

~Service Call Classifications/Response Time~

Emergency (Priority 1): Immediate danger or health hazard to occupants, threaten to damage property, or significant waste of government resources. (ie: major flooding, complete breakdown of refrigerator/cooking ranges, severely damaged structural member)

- The Housing Office shall respond immediately and schedule a site visit with a contractor to assess the situation and complete repairs as soon as possible.

Urgent (Priority 2): When failures or deficiencies do not immediately endanger occupants or property, but would soon inconvenience and affect the well being of the occupants or would soon cause property damage or significant waste of government resources. (ie: minor electrical problem, minor leak problem, low water pressure, partially clogged sewage line)

- The Housing Office shall respond immediately and will make every effort to have a contractor on site within 24 hours to assess the situation and complete repairs.

Routine (Priority 3): When work does not qualify as an emergency or urgent call.

- The Housing Office shall respond by the next business day and place request on work list. Work will be scheduled for next scheduled maintenance site visit and/or contractor availability.

Backlog (Priority 4): Aesthetic in nature, wish list requests from residents.